

FRONT OF CARD



The Services Card does not contain any personal information except *your name*, the *ProviderOne Client ID number*, and *issue date*, so your privacy is maintained if the card is lost or stolen.

BACK OF CARD



Providers may use this *magnetic strip* to get eligibility information. The strip does not contain any personal or confidential information.

Call the *toll-free number* if your card is lost or stolen, or if you have questions. *This is the same number you call for other client services.*

Checking your eligibility

You can use our automated phone system to check your eligibility for Medicaid services. You can say the word in quotes (" ") or press the number in brackets ([]). You also can key ahead.

1-800-562-3022

Stay on the line or
"English" [1]
"Spanish" [2]

Stay on the line or if an extension:
"Dial" [#]

"Client Services" [6]

"Check Eligibility" [4]

"DSHS Services Card" [1]
"Social Security Card" [2]

Say or enter number

Say or enter the zip code

"Yourself" [1]
"Other Family Member" [2]

"Today" [1]
Say a different date

Eligibility information will play

Say the name of the item to hear details about:
"Medicaid"
"Managed Care"
"Other Private Insurance"
"Repeat" [9]
"Services Menu" [8]



ProviderOne Using your new Services Card





Welcome!

As a DSHS client, you are receiving a client Services Card. Each eligible household member is receiving his or her own Services Card.

What is the Services Card?

The Services Card is issued to Department of Social and Health Services (DSHS) clients who are eligible for medical, dental, and vision services. It is a plastic card that resembles other medical insurance

ID cards. Show it whenever you have a health care appointment. Providers will use it to make sure your service is covered.



How do I use my Services Card?

The Services Card is issued once. Use it whenever you are eligible for services.

- *Take your Services Card to any health care appointment.* Your provider will use it to find out what services you are eligible for. If you are having trouble getting services, just call 1-800-562-3022; or for TTY/TDD 1-800-848-5429.
- *Keep your Electronic Benefit Transfer (EBT) card, if you have one.* You will continue using it for your cash or food benefits.
- *Do not throw the Services Card away.* It is permanent. Even if you are temporarily not eligible for services, keep the Services Card. You can use it if you become eligible for services again in the future.

What happens if I forget to take the card to my appointment?

If you forget your Services Card, you can still receive health care services. Just give your ProviderOne client ID number or any two of the following to your provider so he or she can make sure you're eligible for services:

- Full name
- Social Security Number
- Date of birth

What if I'm in a managed care plan?

You will receive a new Services Card and a separate card from your managed care plan.

- Bring both cards to your appointment.
- Be sure to stay up to date about your enrollment by reading any information sent to you by your managed care plan or DSHS.
- If you have questions about your enrollment in a managed care plan, you can call the toll-free number printed on the back of your Services Card – 1-800-562-3022 and use the voice-prompted menu or talk with a customer service representative.

What do I do if my Services Card is lost, misplaced, or stolen?

- Call 1-800-562-3022 or for TTY/TDD 1-800-848-5429 to request a replacement card. It will take about 7-10 days to get the Services Card. In the meantime, you still can receive health care services.
- Your new Services Card will be mailed to you. Your local DSHS office cannot replace your card. If you believe a member of your household is eligible for services but did not receive a card, call 1-800-562-3022.
- Your lost card will be deactivated.
- There is no charge for the replacement card.

Important Reminder

Be sure to keep your local DSHS office up to date about any changes, such as address or telephone number. It is important that DSHS and your health care provider have the most current information.